

Employee Electronic Time Recording System  
RFP – ETRS2016 Questions and Answers

1. How many employees will be using the timekeeping system, for licensing purposes?

MDHS has 2283 positions

2. What does the organization currently use for advanced shift scheduling software, if anything?

A Net application (ELEAVE) that has the same values used by our State Payroll System (SPAHRs), which is maintained by HR personnel. The application basically is a paperless process for submitting all types of leave and obtaining Comp Time (Extra Work/Overtime)

3. How many bargaining agreements does the organization have, for the purpose of estimating configuration costs?

None.

4. Does the organization want us to include a specific number of time clocks in our quote, or just include line item pricing?

Line Item Pricing

5. Is it desired for the system to be installed locally on MDHS Servers (Customer Hosted)? Or is MDHS looking for a SaaS solution installed on the Vendors servers (Vendor Hosted)?

SAAS is preferred, but either.

6. How many supervisors/managers/administrators will need access to the system to make approvals, edits, or run reports?

25

7. How many time clocks are needed for this project?

3 for Oakley

8. Is it desired that the time clocks be biometric or card swipe?

Biometric for Oakley. For MDHS it should be automated through the employees' computer log-in.

9. Is it desired that the time clocks communicate through standard Ethernet, Wireless, or Power over Ethernet?

Either

10. If card swipe does MDHS anticipate on providing the cards or will the Vendor need to provide the cards?

If it interfaces with our current doors system, MDHS will provide the cards.

11. Will employees punch in/out at a computer or smart phone?

Yes

12. Will employees need to request time off electronically at a computer or smart phone?

Yes

13. Will any advanced scheduling be needed with this scope of work? i.e. employee shift swapping, automated scheduling based on credentials and certifications etc.

Yes.

14. Will employees need to dial a phone number to call out sick through an automated system which will then prompt the time and attendance system to automatically fill a shift with the most qualified person?

Yes, this should be an option.

15. Our pricing can be discounted based on multi-year contracts. Would it be possible to commit to a 5 year contract? This would provide MDHS with the best possible rates.

The RFP states in Section 4, "MDHS is seeking proposals which will lead to the establishment of a three (3) year contract, to begin on November 1, 2016 and end on October 31, 2019. MDHS shall have the option to renew this Contract for a two (2) year period, to begin on November 1, 2019 and end on October 31, 2021, following the initial three (3) year contract period, at the same terms and conditions included in this RFP and resulting Contract. This RFP seeks services to be provided from a single Contractor for all requirements contained herein." Based on this language, 3 years is the most MDHS can commit.

16. I will include line item pricing for the biometric time clocks, but for the purposes of the Budget Narrative can you give me an estimate of the number of biometric time clock terminals MDHS will need?

3, for Oakley

17. In Exhibit M:

- i. *#7. System need to provide reporting functionality that will contain a useful number of generic reports and ability to create custom reports.*

Can you clarify the type of custom reports that would be required?

Reports on leave taken by employees along with extra work during a selected time period

Currently our software system can generate several different types of reports that can be filtered by date range, location, department, designation, shift, and employee.

They may meet the requirements needed for timekeepers and Supervisors to reconcile employees leave.

18. Can you supply a breakdown of payroll rules for development purposes and to speed implementation when the time comes?

- i. *# 12. Configuration and installation service must include:*

- a. *Review and implementation of payroll rules for hourly, overtime, time off, etc. for current employment and interface with payroll and HR staff,*

Yes, this information will be provided to the selected proposer.

19. Do you expect the new WFM system to be the system of records for accruing/earning time off (i.e. vacation, sick, personal day ...), requesting/approving time off, tracking balances and eligibility conditions in the system?

No SPAHRS (STATEWIDE PAYROLL AND HUMAN RESOURCE SYSTEM) will be the system of record

Or will the new WFM system only be used for time off requests and approvals and earning time off happens outside the system and the employee leave balances will be interfaced to the new WFM system.

Correct an interface between the system would keep the data synced up.

20. Do you currently have a scheduling software that generates shifts for your employees (i.e. Monday 9:00am-5:00pm)?

Handled in SPAHRS

Do you intend to use the new WFM system to schedule employees?

No, but would the ability to add a schedule/change

(generating shifts or shift patterns for employees) or will the shifts be imported into the new WFM system from an external scheduling software that you currently use?

Imported

21. Can you explain what type of data needs to be interfaced with your financial system (SPAHRs)?

Employee information on (personal leave, medical leave (sick), extra work(comp time), etc.

22. It is our understanding that you do not have clocks to automatically capture employee time today and the time entry is manual a process, can you please confirm that?

Correct

Also what system are using today to calculate employee pay based on the time entries on the timesheet and employee's applicable state labor laws?

SPAHRs

For example, employee has 8 hours every day Mon-Thursday and Friday he has 9 hours, the system automatically calculates 40 hours of regular time and 1 hours at Overtime and sends these records at the end of the pay week to payroll system so employee gets his pay accordingly.

That's correct but there is a validation done by the supervisor who approves the overtime and a check by the timekeeper on the numbers of worked before the data is keyed into the SPAHRs system.

23. In Exhibit M, is it mentioned that you would like to track employee attendance based on their schedules/shifts, is this simply to track how many employees are early/late/no show in a report?

A report may be helpful and leave all options open but these issues normally are handled by the supervisor using current rules.

or do you want the system to automatically take actions based on a predetermined attendance tracking system (i.e. if employee is late for the 5<sup>th</sup> time, send an email to his supervisor). The answer to this question will determine if you need the attendance management module configured for you?

Options on actions the system may provide should be open for discussion including management.

24. On page 26 of the RFP, at the bottom of the page there is reference to deliverables defined on Page 1 that we are unable to locate. A list of expected deliverables would help us understand the scope better so we appreciate it if you can help locating the information.

“Defined on Page 1” is an oversight on our part. It should read “Defined in Exhibit M, Scope of Services”

25. Do you expect the vendor to assume full responsibility for project management and testing? How much involvement will you have in these two areas?

Vendor will need to supply assistance in project management and testing. Proposers should propose what they feel are the best practices and methods for MDHS.

26. Training and Change Management – in class training is defined in the scope however there is no indication of training material, guides and job aids. Is your training team responsible to develop training material or should we include that in the scope? Any expectations from change management and communication perspective?

Proposers should include that in the scope. Proposers should propose what they feel are the best practices and methods for MDHS.